



2154

Docket No. 50325-0504

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:

Karen Ann Bradley, et al.

Application No. 09/727,567

Filed: November 30, 2000

) Group Art Unit: 2154  
)  
) Examiner: Kenny S. Lin  
)  
)  
)

For: TIME-BASED MONITORING OF SERVICE LEVEL AGREEMENTS

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MAY 28 2004

Mail Stop Amendment  
Commissioner for Patents  
P. O. Box 1450  
Alexandria, VA 22313-1450

Technology Center 2100

**REPLY TO OFFICE ACTION WITH AMENDMENT**

Sir:

In reply to the Office Action mailed March 11, 2004, for which the shortened statutory time for reply extends to June 11, 2004, Applicants respectfully request reconsideration of the application in light of the amendments and remarks herein.

**Amendments to the Specification** begin on page 2 of this paper.

**Amendment to the Claims** are reflected in the Listing of Claims that begins on page 4 of this paper.

**Remarks/Arguments** begin on page 11 of this paper.